

**Amendments to the Claims:**

In the interest of brevity, the listing of claims does not repeat the original text of claims 1-10, 12, 14-16, and 18-24.

For clarity, in currently amended claim 13, the listing of claims uses [[ ]] rather than strikethrough to indicate deletion.

**Listing of Claims:****Claims 1-10 (original)**

**Claim 11 (currently amended):** The method of claim 1 ~~[[10]]~~ wherein said electronic communications further comprise video data.

**Claim 12 (original)**

**Claims 13 (currently amended):** The method of claim 12 wherein said transferred data files further comprise mixed-media ~~[[mixed media]]~~ data.

**Claims 14-16 (original)**

**Claim 17 (currently amended):** A system for managing electronic communications, comprising:

means for recording a direction of a first electronic communication between a first entity ~~user~~ and a second entity ~~user~~;

means for determining a duration required for said second entity to process said first electronic communication;

a database for storing said electronic communication, said direction, said duration, and identities of said first and said second entities ~~users~~, said database storing at least one other data record of a second electronic communication;

means for establishing a standard duration from said first and said second communications; and,

means for comparing subsequent electronic communications to said standard duration,

whereby productivity of communicating entities may be determined through electronic communications.

**Claims 18-24 (original)**

As explained below in the **Remarks/Arguments**, applicant respectfully requests the Examiner to retain claims 1-10, 12, 14-16, and 18-24 as previously submitted with the original patent filing of September 6, 2000.